

**Report on the results of the questionnaire**  
**«Satisfaction of master's students with educational services»**  
**2023-2024 academic year**  
 according to the educational program  
**7M07302 Building**

In February 2024, the center for quality management and accreditation conducted an anonymous electronic questionnaire «Satisfaction of master's students with educational services».

**The purpose of the study is** measuring consumer satisfaction with the quality of services provided by the university.

**Subject of research:** the formed ideas of master's students about the organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the questionnaire were processed and presented in a generalized form with a guarantee of confidentiality of the personal opinions of the master's students.

**Object research** - 1st-2nd year master's students.

39 respondents took part in the questionnaire, which constituted 70.9% of the total number of master's students.

The following data were obtained during the questionnaire:

**1. What determined your choice of studying in a master's program at a university?  
 (select 3-4 answer options)**

Answer options	1 st year (%)	2nd year (%)
Prestige of the University	34.5	20
Opportunity to complete internships abroad during your studies	20.7	-
Availability of budget places	34.5	40
Opportunity to engage in science while studying	37.9	10
A university in the locality where the family lives (close to it)	31	40
High quality education	20.7	-
Leading scientists on the faculty	17.2	10
A wide range of specialties and areas of education	13.8	10
The ability to easily find a job with a diploma from this university	10.3	10
The university where you studied for your bachelor's degree	44.8	60
Affordable tuition fees	3.5	10
I find it difficult to answer	3.5	-
Other (write your answer)	3.5	-

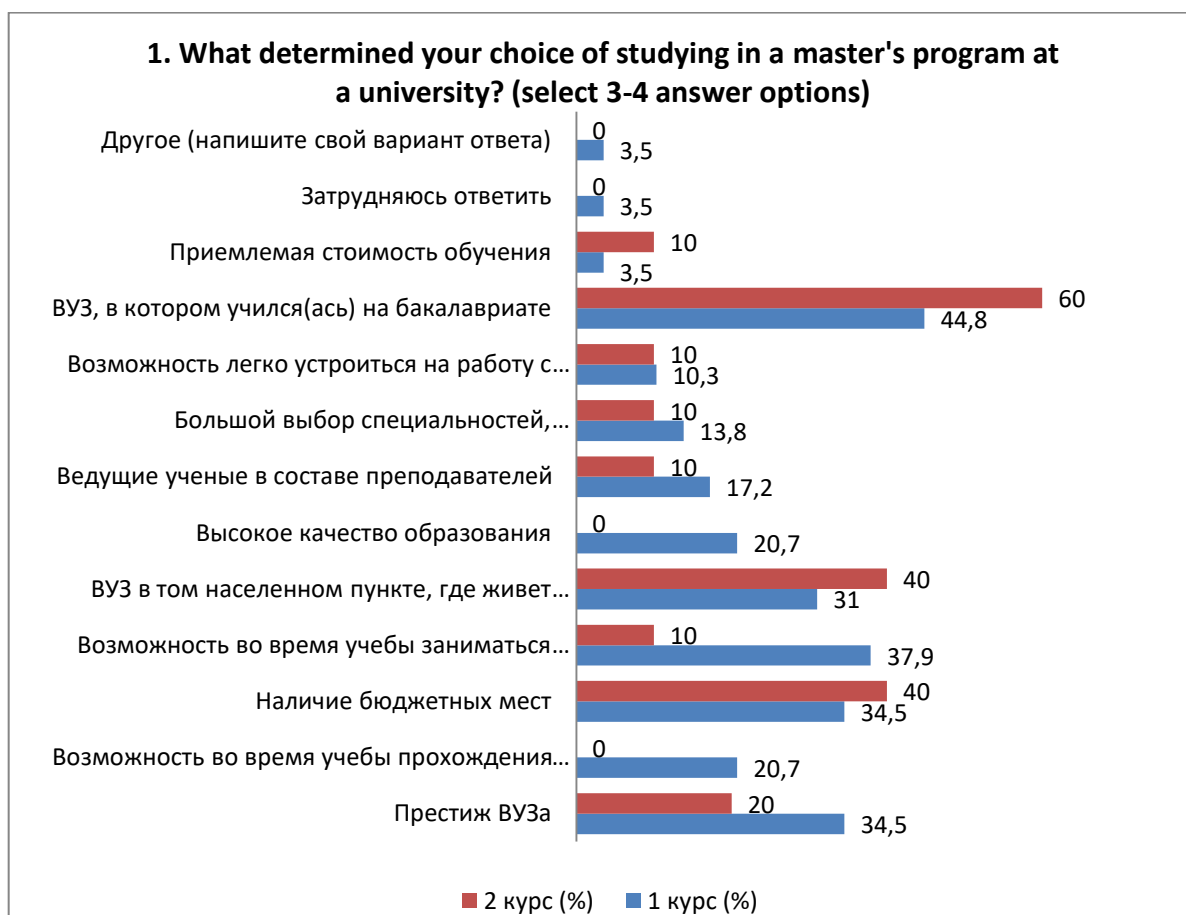
*\*The sum in % is not equal to 100, since several answer options were supposed to be selected*

For the «Other» option, students indicated the following options: \*

- Yes, randomly.

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*\*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.*



**2. How satisfied are you with the availability of information provided by the university in your field of study:**

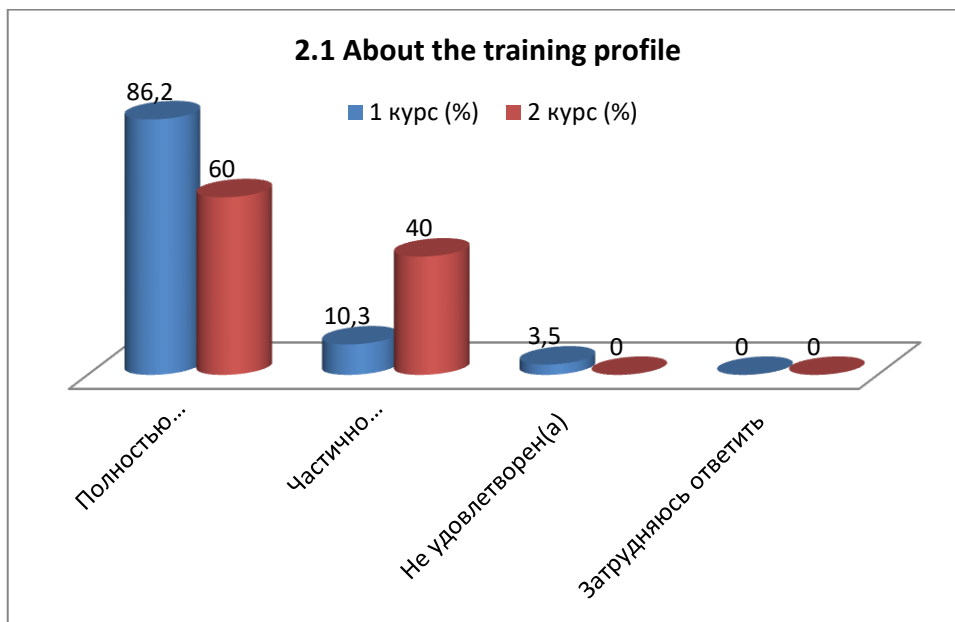
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) \_\_\_\_\_

If you answered «not satisfied» to the previous question, please provide recommendations for improving the training area \_\_\_\_\_

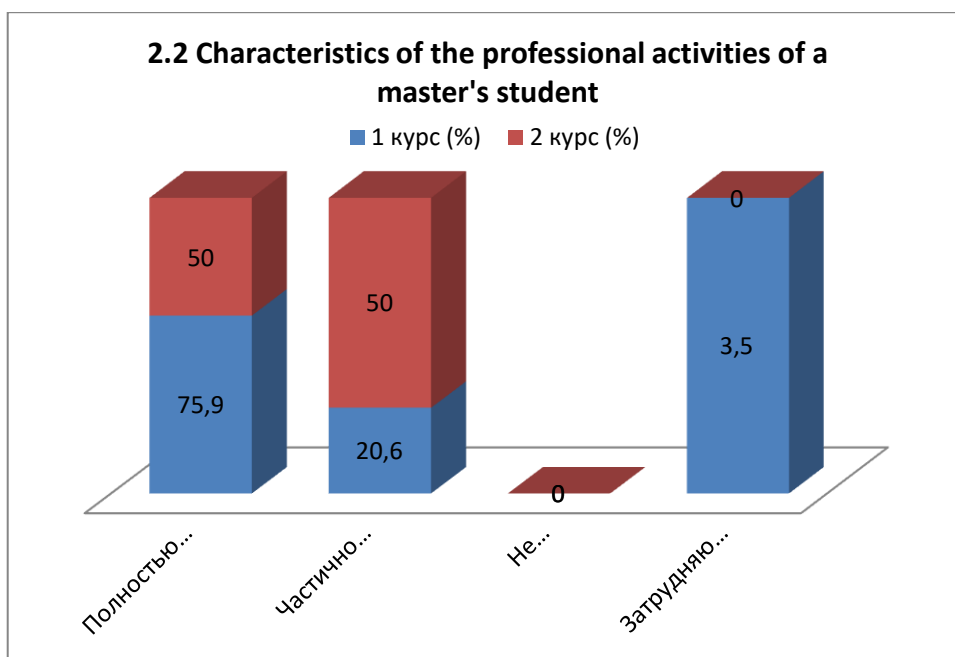
**2.1 About the training profile**

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	86.2	60
Partially satisfied	10.3	40
Not satisfied	3.5	-
I find it difficult to answer	-	-



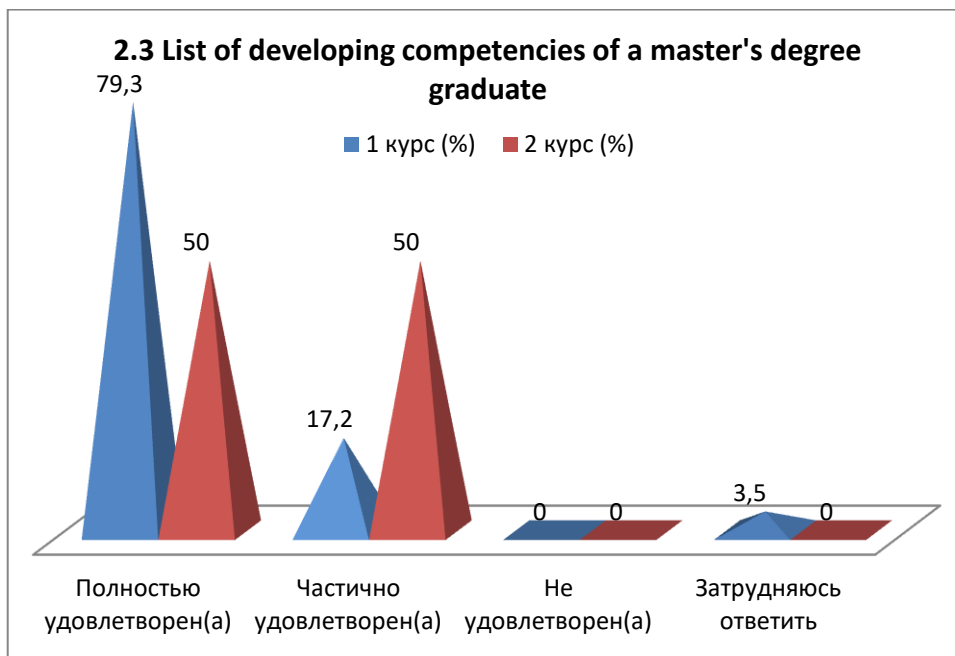
## 2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75.9	50
Partially satisfied	20.6	50
Not satisfied	-	-
I find it difficult to answer	3.5	-



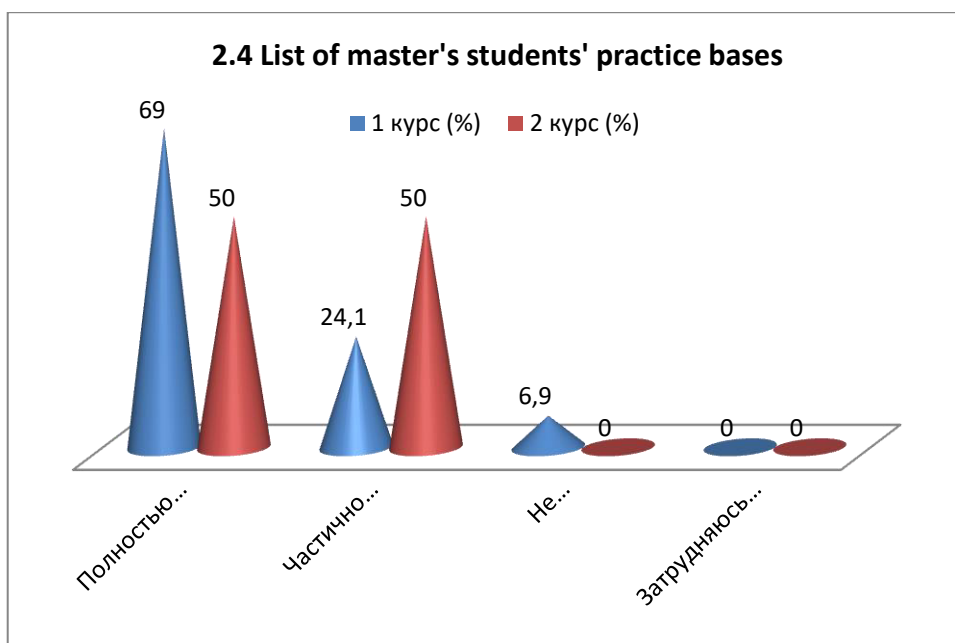
## 2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	79.3	50
Partially satisfied	17.2	50
Not satisfied	-	-
I find it difficult to answer	3.5	-



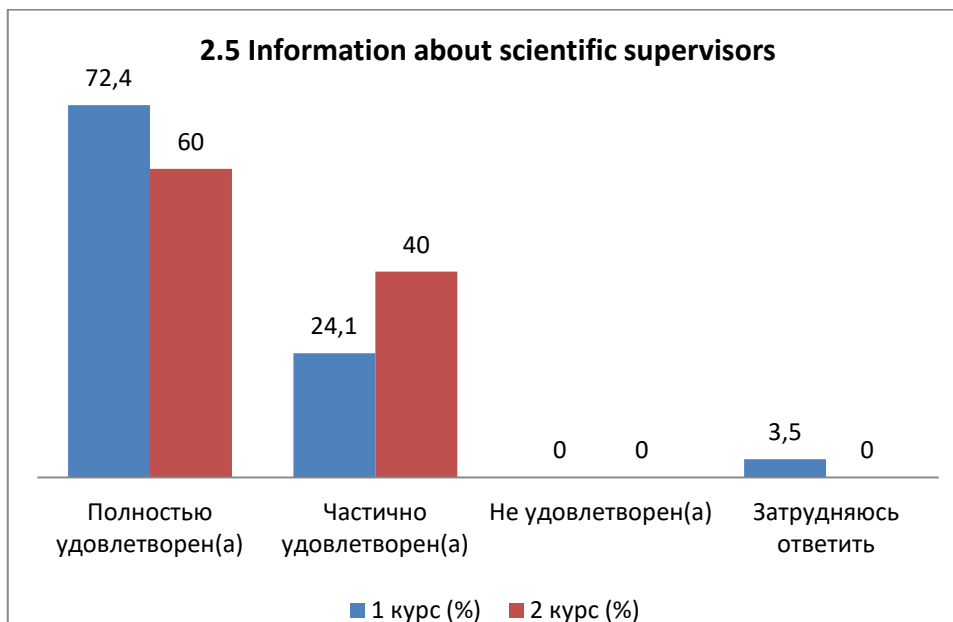
## 2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	69	50
Partially satisfied	24.1	50
Not satisfied	6.9	-
I find it difficult to answer	-	-



## 2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	72.4	60
Partially satisfied	24.1	40
Not satisfied	-	-
I find it difficult to answer	3.5	-



For the «Other» option, students indicated the following options: \*:  
 - It's difficult to answer.

If you answered «not satisfied» to the previous question, please provide recommendations for improving the training area:  
 - Let the teacher explain each topic.

### 3. How would you rate the faculty of your master's program overall?

3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) \_\_\_\_\_

If you answered «low» to the previous question, please provide recommendations for improving the teaching staff \_\_\_\_\_

#### 3.1 Knowledge, qualifications

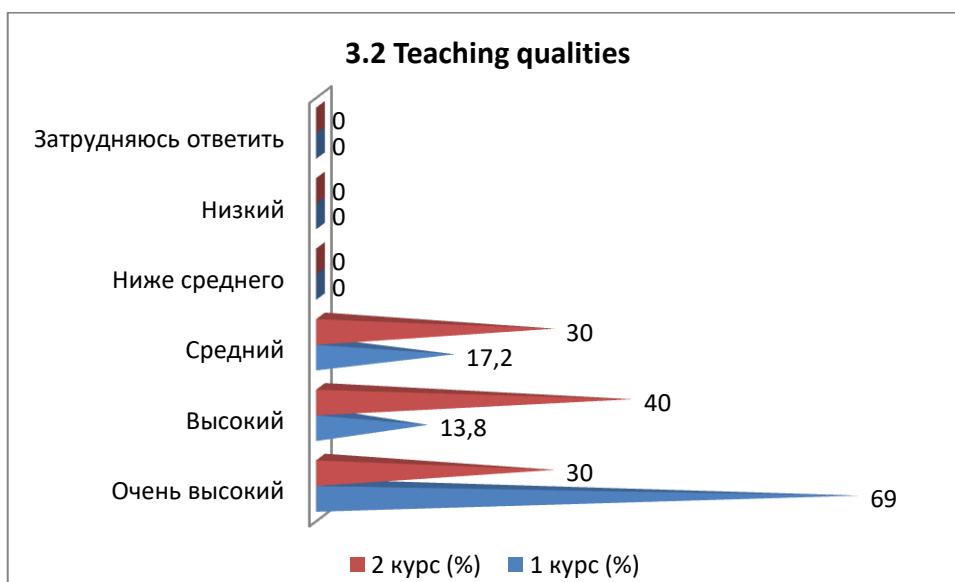
Answer options	1 st year (%)	2nd year (%)
Very tall	72.4	40
High	13.8	20
Average	10.3	40
Below average	3.5	-
Short	-	-
I find it difficult to answer	-	-

\*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.



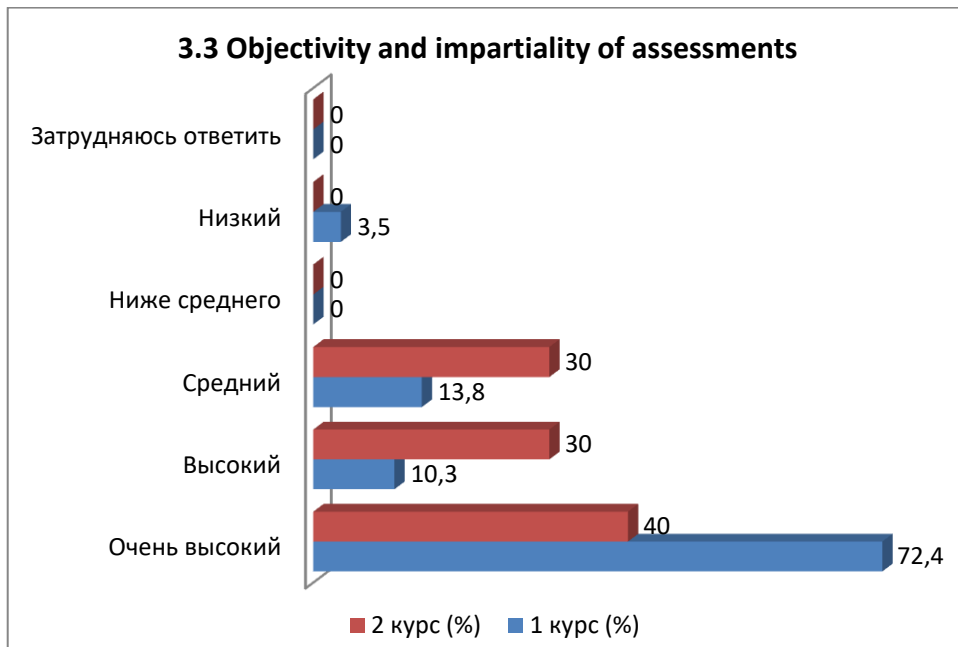
### 3.2 Teaching qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	69	30
High	13.8	40
Average	17.2	30
Below average	-	-
Short	-	-
I find it difficult to answer	-	-



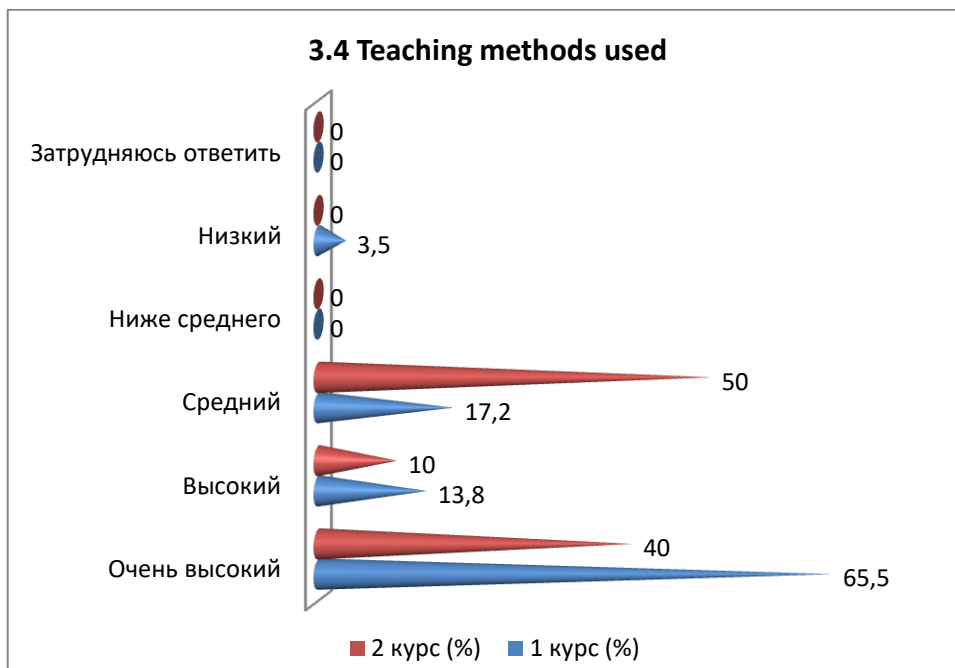
### 3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	72.4	40
High	10.3	30
Average	13.8	30
Below average	-	-
Short	3.5	-
I find it difficult to answer	-	-



### 3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	65.5	40
High	13.8	10
Average	17.2	50
Below average	-	-
Short	3.5	-
I find it difficult to answer	-	-



If you answered «Low» to the previous question, please provide recommendations for improving the teaching staff.:

- Has at least one teacher who teaches construction disciplines worked as a construction engineer?

**4. Assess your participation in the formation of the individual work plan of the master's student**

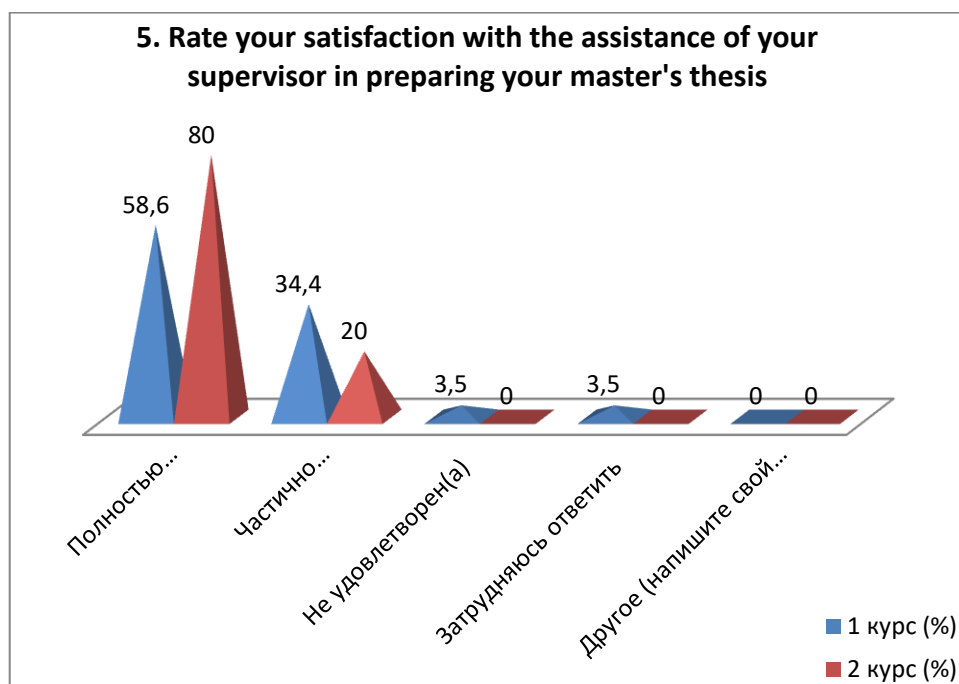
Answer options	1 st year (%)	2nd year (%)
I do not participate	6.9	10
Participation is purely formal, the formation of an individual plan does not actually depend on me.	24.1	20
I develop all sections of the plan independently under the supervision of my supervisor.	44.8	50
I create an individual plan myself; the manager only signs it.	20.7	20
I find it difficult to answer	3.5	-
Other (write your answer)	-	-



**5. Rate your satisfaction with the assistance of your supervisor in preparing your master's thesis**

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58.6	80
Partially satisfied	34.4	20
Not satisfied	3.5	-
I find it difficult to answer	3.5	-
Other (write your answer)	-	-





**6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**

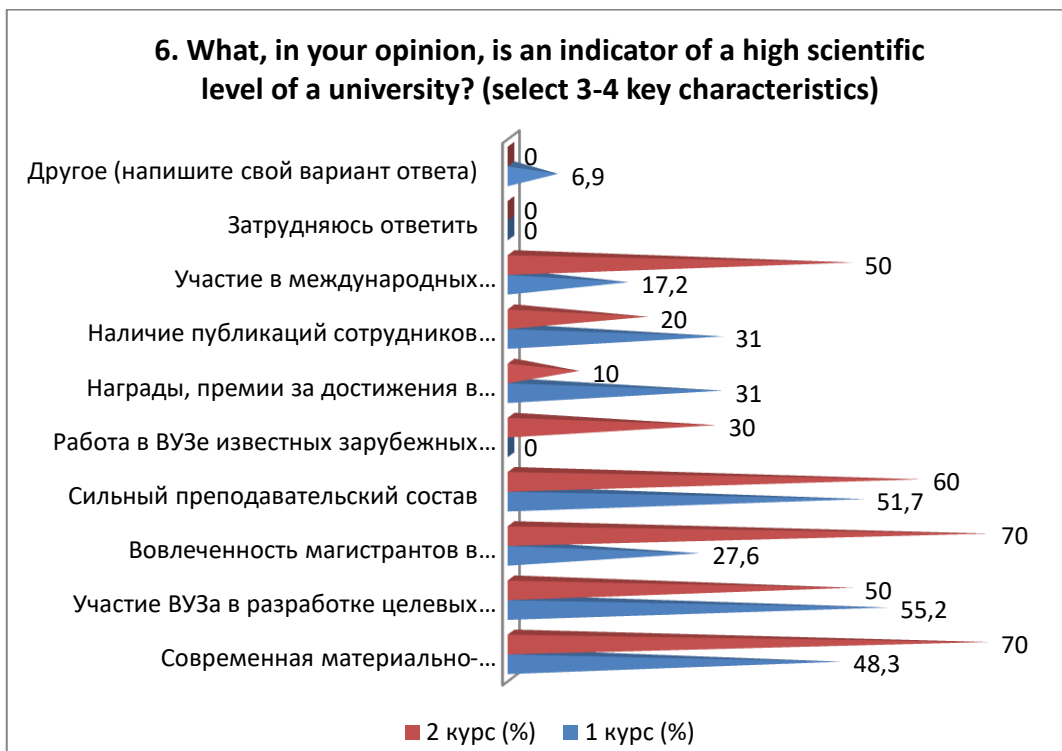
Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	48.3	70
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	55.2	50
Involvement of master's students in research projects	27.6	70
Strong faculty	51.7	60
Work at the university of famous foreign scientists	-	30
Awards, prizes for achievements in science	31	10
Availability of publications of the university staff in international publications	31	20
Participation in international research projects	17.2	50
I find it difficult to answer	-	-
Other (write your answer)	6.9	-

*\*The sum in % is not equal to 100, since several answer options were supposed to be selected*

For the «Other» option, students indicated the following options:\*

- More foreigners, French, Americans, Germans
- Convenient schedule for combining work and study

\*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.



**7. Are you involved in any research projects?**

Answer options	1 st year (%)	2nd year (%)
Yes, I am participating (go to question 8)	-	40
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	51.7	20
No, I don't participate.	34.5	30
I find it difficult to answer	13.8	10
Other (write your answer)	-	-



If you answered «no, I do not participate» to the previous question, please write why.\*

\*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

- I don't have enough skills
- Because
- I combine work and study, I don't have time
- There are no offers to participate.

**8. Please indicate which research projects you are involved in (select all that apply)**

Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	10.3	20
I am participating in a project led by my supervisor/another teacher.	6.9	40
I am working on a research project with friends.	13.8	30
I am participating in a research project at another university.	10.3	10
I am participating in a research project with foreign universities	-	10
I find it difficult to answer	17.2	20
Other (write your answer)	3.5	-

Note: Question 8 was answered only by those students who answered yes to question 7. In addition, question 8 had multiple answer options, so the sum of the answers does not add up to 100%.



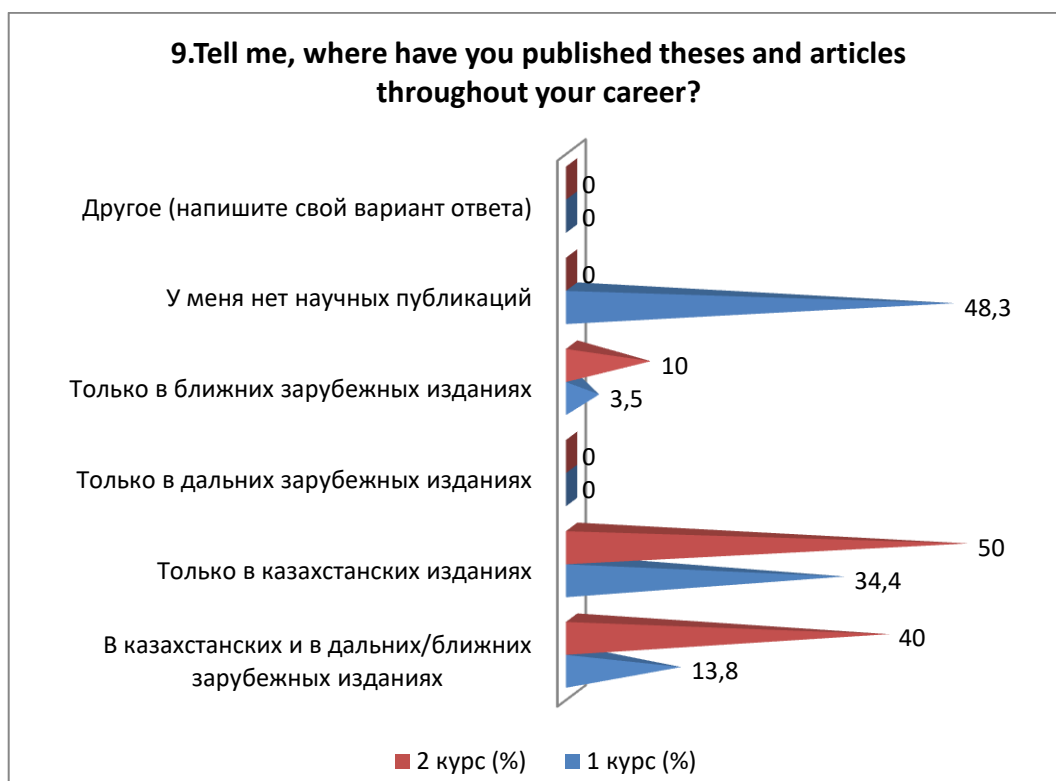
For the «Other» option, students indicated the following options\*:

- More foreigners, French, Americans, Germans
- Convenient schedule for combining work and study.

**9. Tell me, where have you published theses and articles throughout your career?**

Answer options	1 st year (%)	2nd year (%)
In Kazakhstani and foreign/nearby publications	13.8	40
Only in Kazakhstani publications	34.4	50

Only in distant foreign publications	-	-
Only in neighboring foreign publications	3.5	10
I have no scientific publications.	48.3	-
Other (write your answer)	-	-



If you answered «I have no scientific publications» to the previous question, please write why.\*:

- just got in
- How should I know?
- I'm just planning the publication.
- During my undergraduate studies there was no research work, there was only studying.

### 10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2nd year (%)
With a dictionary	10.3	30
Conversational level	34.5	20
Intermediate level	31	30
I express myself freely	13.9	20
I don't speak a foreign language	10.3	-
Other (write your answer)	-	-

\*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.



If you answered «I don't speak a foreign language» to the previous question, please write why.\*

- Why do you need this information at all?

### 11. Assess the level of your participation in the following types of department work

11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

Other (write your answer) \_\_\_\_\_

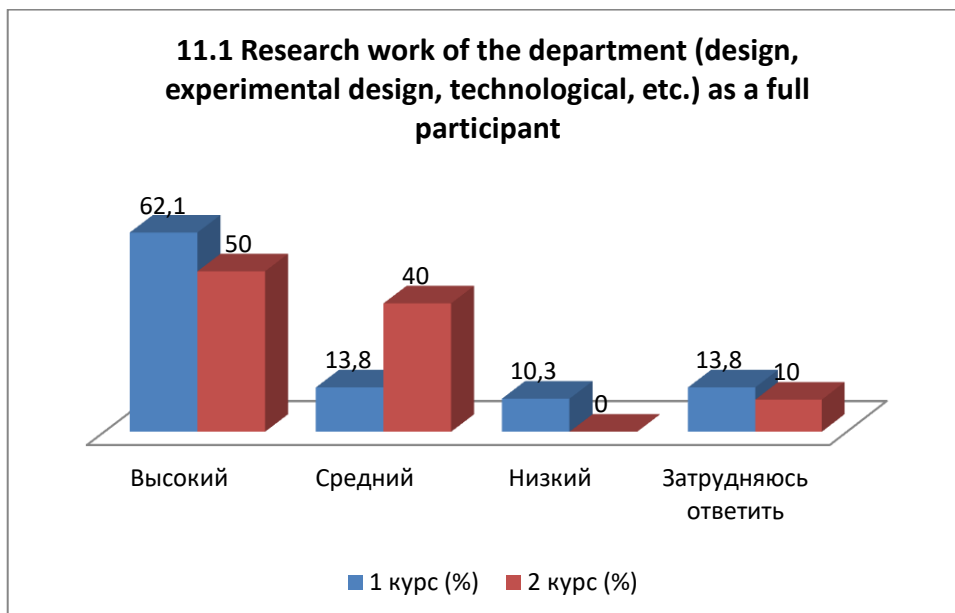
If you answered «Low» to the previous question, please provide recommendations for improving the participation of graduate students in the work of the department

\_\_\_\_\_

#### 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

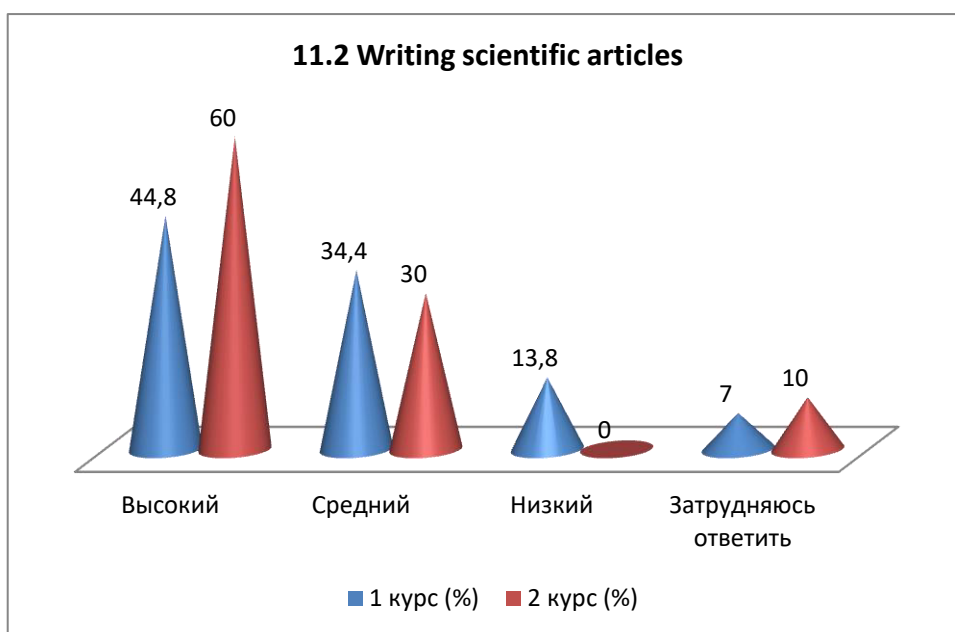
Answer options	1 st year (%)	2nd year (%)
High	62.1	50
Average	13.8	40
Short	10.3	-
I find it difficult to answer	13.8	10

\*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.



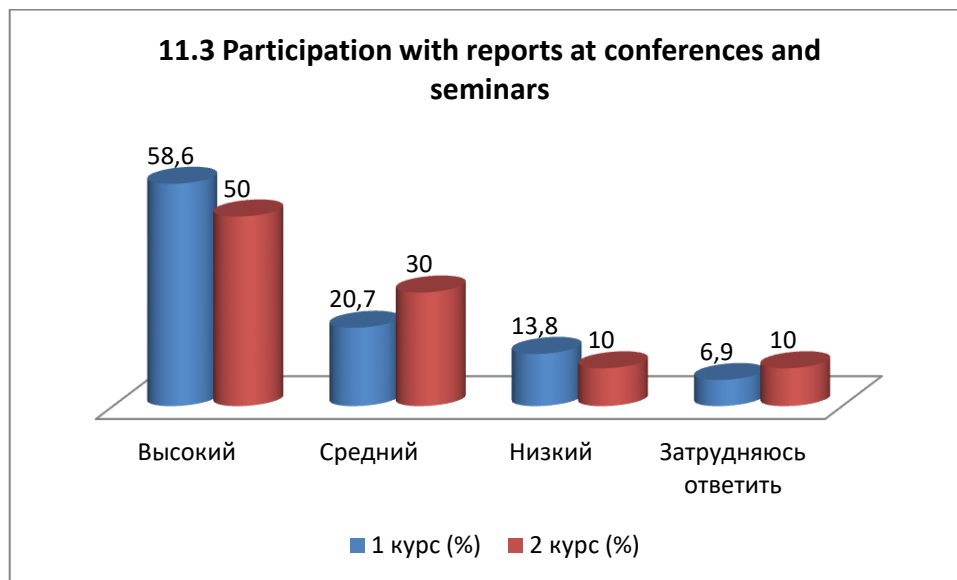
### 11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	44.8	60
Average	34.4	30
Short	13.8	-
I find it difficult to answer	7	10



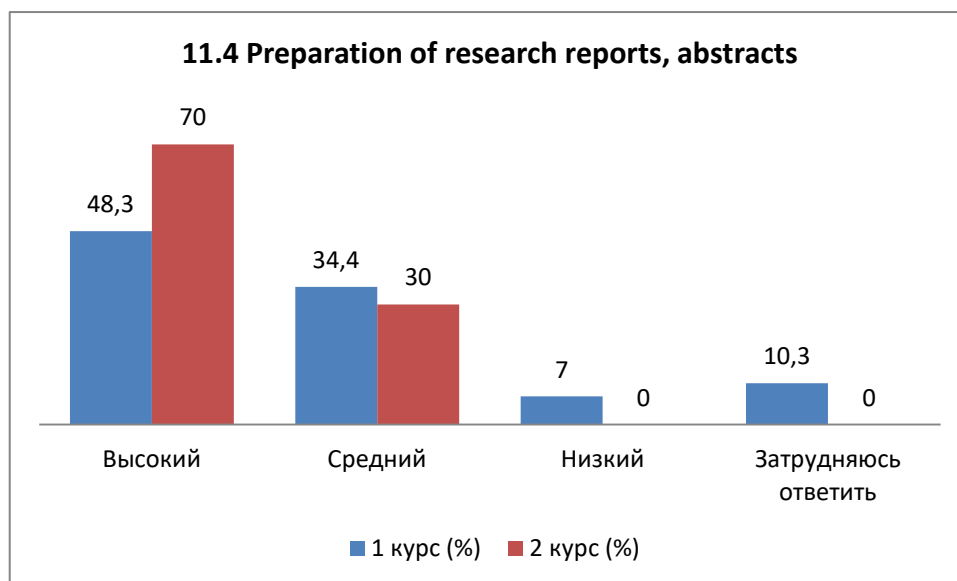
### 11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	58.6	50
Average	20.7	30
Short	13.8	10
I find it difficult to answer	6.9	10



### 11.4 Preparation of research reports, abstracts

Answer options	1 st year (%)	2nd year (%)
High	48.3	70
Average	34.4	30
Short	7	-
I find it difficult to answer	10.3	-



If you answered «Low» to the previous question, please provide recommendations for improving the participation of graduate students in the department's work.\*:

- educational activities have just begun.

### 12. Are you satisfied with the scientific and educational environment of the university during your master's degree studies?

12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research

\*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities
12.4 General level of organization and implementation of foreign internships
12.5 Accessibility of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, instruments, materials
12.7 Availability of laboratories, specialized facilities and experimental sites

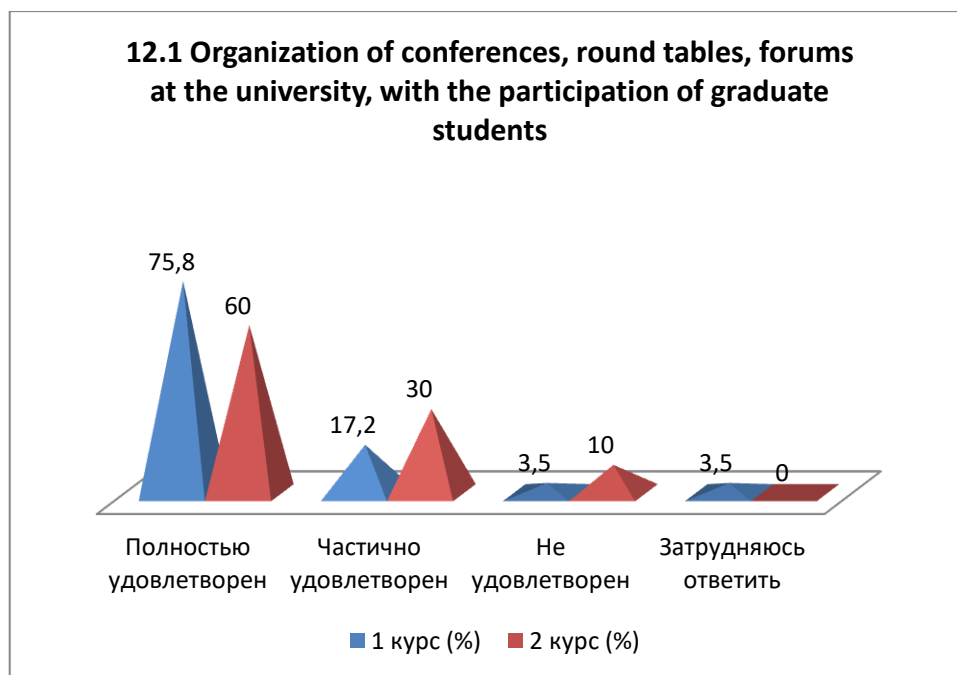
Other (write your answer) \_\_\_\_\_

If you answered «Not satisfied» to the previous question, please provide recommendations for improving the scientific and educational environment of the university

\_\_\_\_\_

### 12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

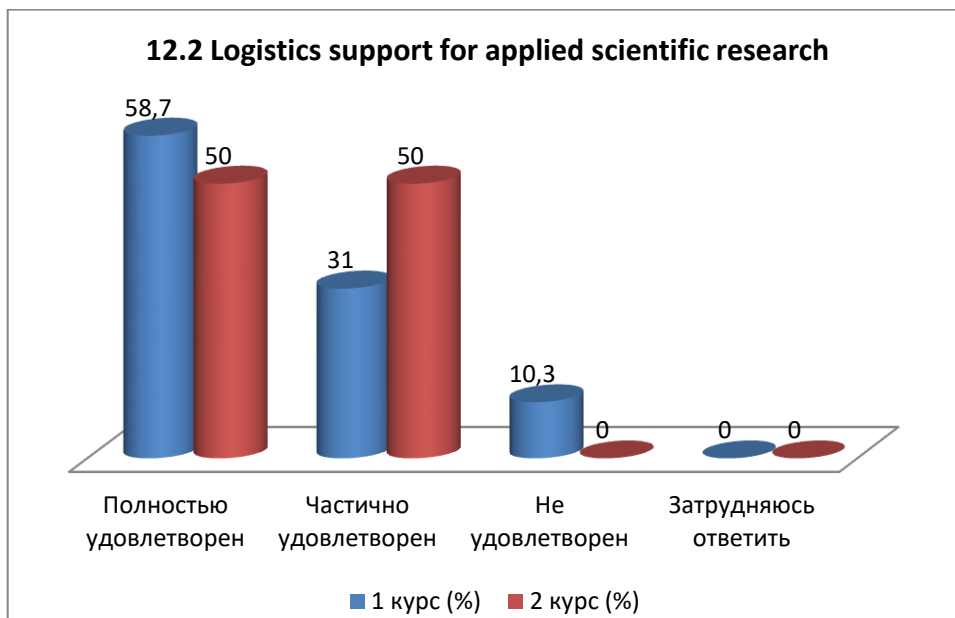
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75.8	60
Partially satisfied	17.2	30
Not satisfied	3.5	10
I find it difficult to answer	3.5	-



### 12.2 Logistics support for applied scientific research

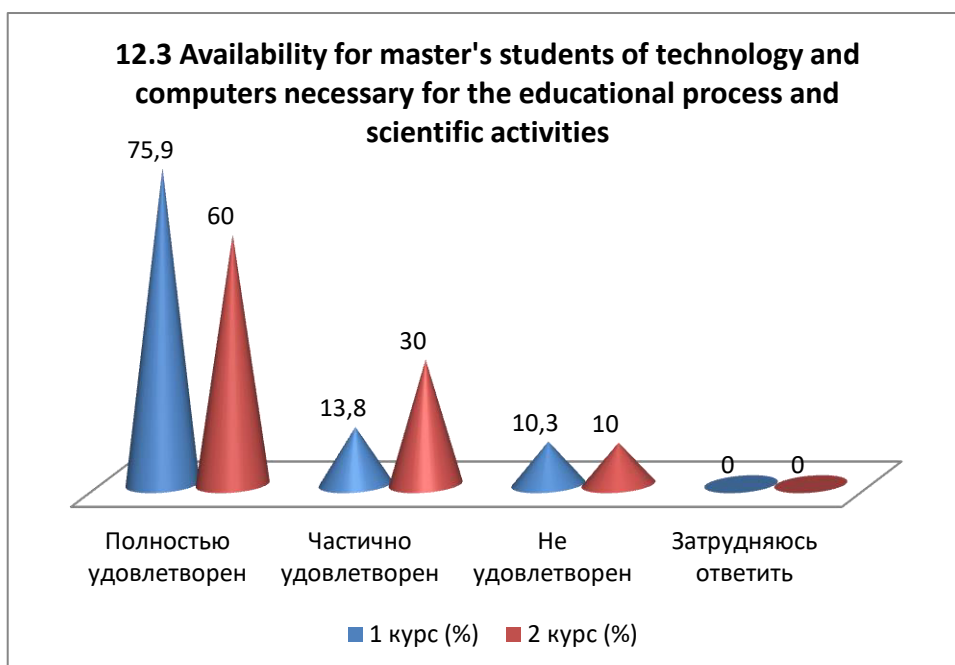
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58.7	50
Partially satisfied	31	50
Not satisfied	10.3	-
I find it difficult to answer	-	-





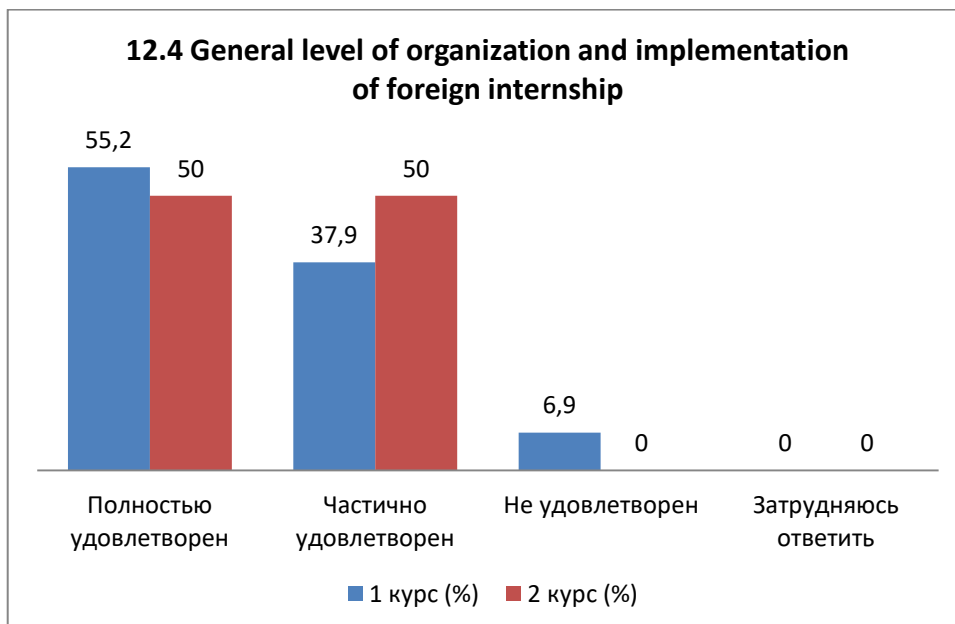
### 12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	75.9	60
Partially satisfied	13.8	30
Not satisfied	10.3	10
I find it difficult to answer	-	-



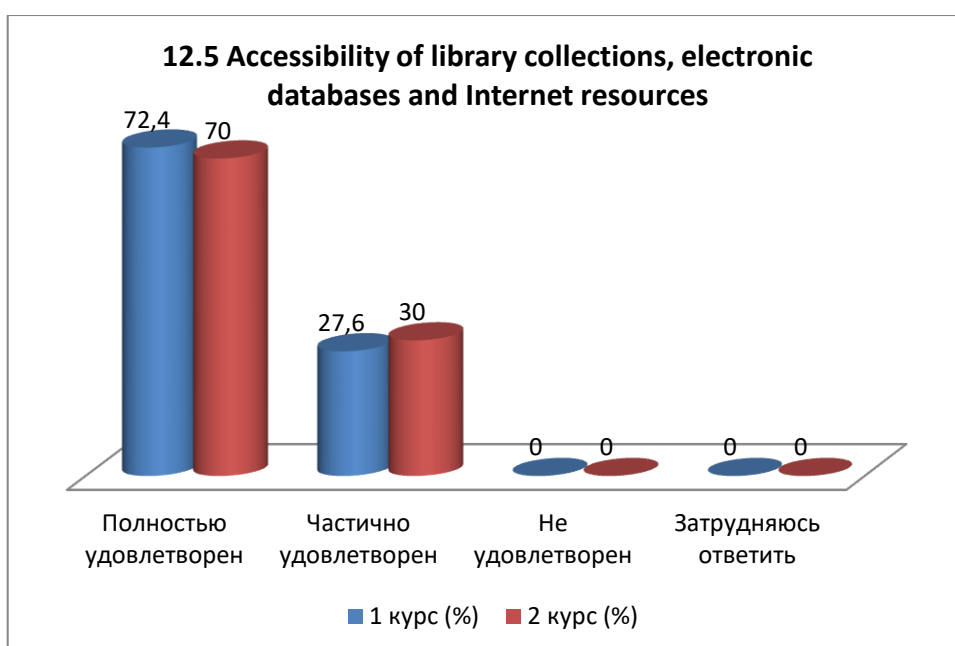
### 12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	55.2	50
Partially satisfied	37.9	50
Not satisfied	6.9	-
I find it difficult to answer	-	-



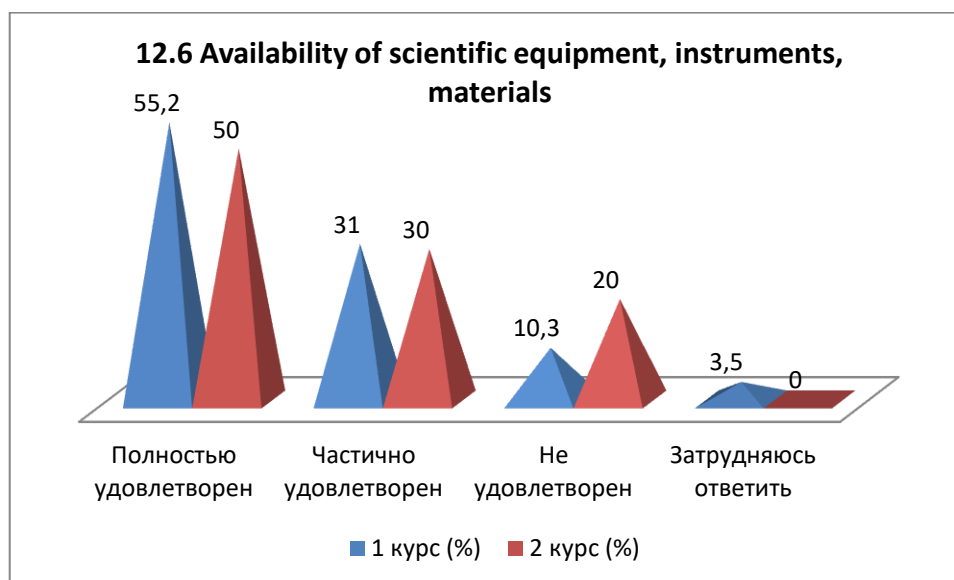
### 12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	72.4	70
Partially satisfied	27.6	30
Not satisfied	-	-
I find it difficult to answer	-	-



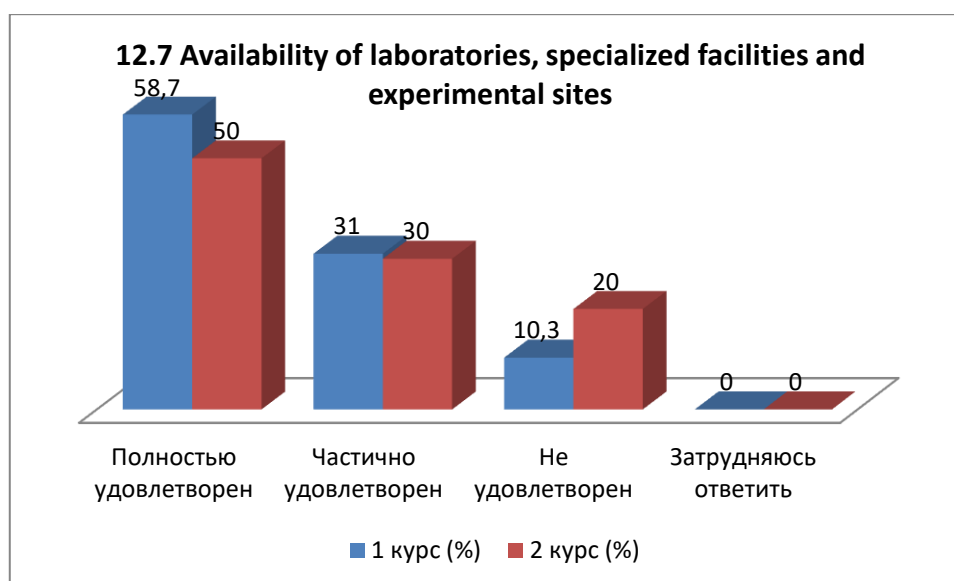
### 12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	55.2	50
Partially satisfied	31	30
Not satisfied	10.3	20
I find it difficult to answer	3.5	-



### 12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	58.7	50
Partially satisfied	31	30
Not satisfied	10.3	20
I find it difficult to answer	-	-



If you answered «Not satisfied» to the previous question, please provide recommendations for improving the scientific and educational environment of the university.\*:

- What other conferences? By the way, make your schedule properly. And not haphazardly. People work in the master's program. It's easier for us to go 1 day a week.
- There is no material and technical base for conducting laboratory research
- There are no laboratories or materials in our university. And everything that is there is purely for show, and since Soviet times it is not suitable for modern scientific research work.

### 13.Are you satisfied?

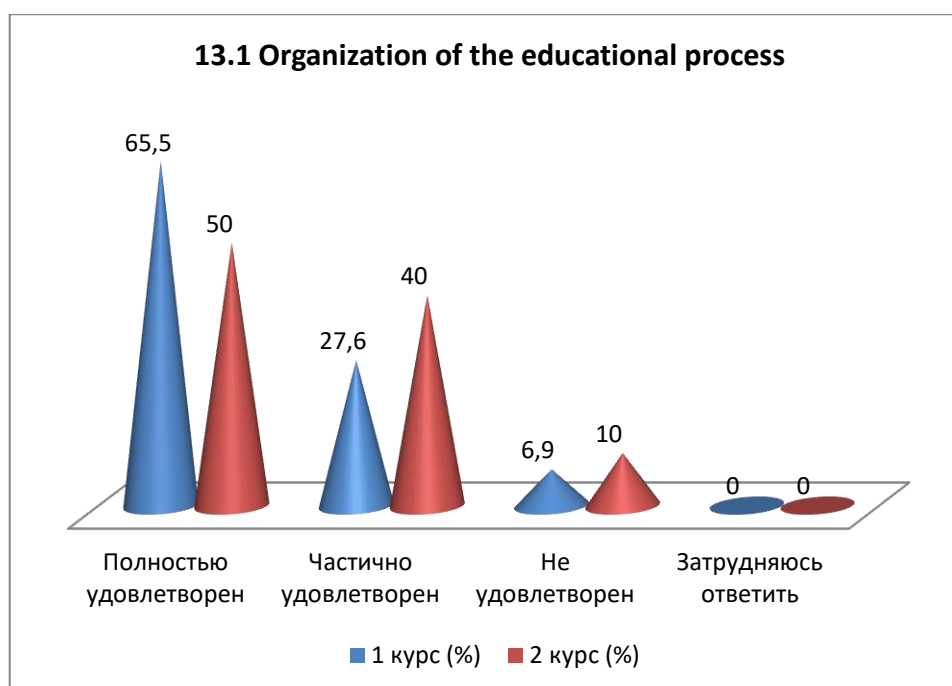
#### 13.1 Organization of the educational process

\*The students' answers are presented in the original. The author's spelling and punctuation have been preserved.

13.2 Living conditions in the hostel
13.3 Organization of free time
13.4 Organization of food
13.5 Organization of industrial practice

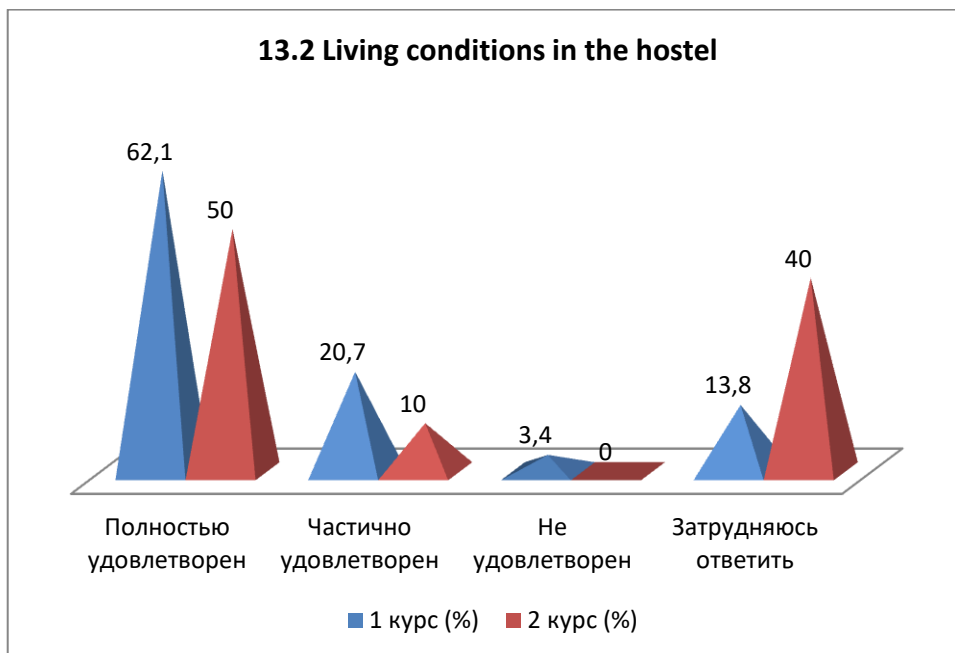
### 13.1 Organization of the educational process

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	65.5	50
Partially satisfied	27.6	40
Not satisfied	6.9	10
I find it difficult to answer	-	-



### 13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	62.1	50
Partially satisfied	20.7	10
Not satisfied	3.4	-
I find it difficult to answer	13.8	40



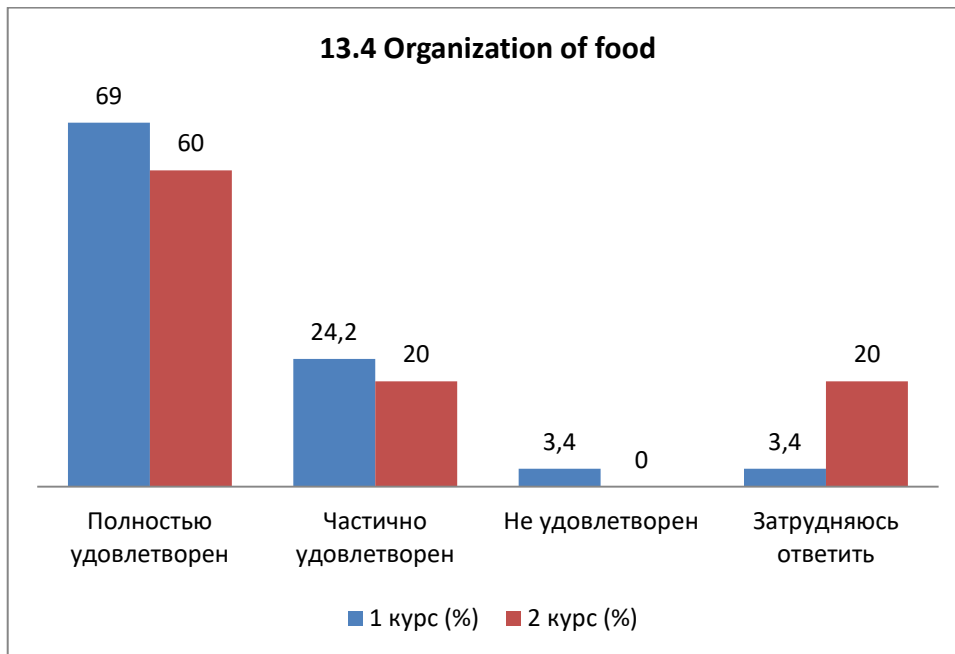
### 13.3 Organization of free time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	69	70
Partially satisfied	17.2	30
Not satisfied	6.9	-
I find it difficult to answer	6.9	-



### 13.4 Organization of food

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	69	60
Partially satisfied	24.2	20
Not satisfied	3.4	-
I find it difficult to answer	3.4	20



### 13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	62	40
Partially satisfied	31	50
Not satisfied	3.5	10
I find it difficult to answer	3.5	-



### 14. If you are experiencing difficulties while studying for a master's degree, what is causing them? (write):

- Yesterday we had a class on methods of teaching technical disciplines. They didn't explain anything. They gave assignments. They demand. But they don't explain. Horrible.

- I would like to have equipment, materials and experienced teachers at the university who know how to work with it, to help in conducting independent research.

**Please write what questions you think should be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities.** (*The students' answers are presented in the original. The author's spelling and punctuation have been preserved*):

- Do you like the schedule? That's the question to ask.

### **Conclusions based on the survey results:**

*The main factors determining the choice of studying in a master's degree program at a university:*

- continuation of education at the same university (52.4%);
- availability of budget places (37.3%);
- proximity to the family's place of residence (35.5%);
- prestige of the university (27.3%);
- the opportunity to engage in science while studying (23.9%);
- leading scientists among the teaching staff (13.6%);
- a wide choice of specialties (11.9%).

Additional factors: an internship abroad, the ability to easily find a job with a diploma from this university and an affordable cost of tuition also influence the choice of a master's degree.

*Satisfaction with the availability of information:*

- Average satisfaction level: 97.9%
- Meaning: A high level of satisfaction indicates that information is accessible and satisfactory, which helps students plan their learning activities effectively.

*Evaluation of the teaching staff of the master's program:*

- more than 72% of students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as «very high» and «high».

*Participation of master's students in the formation of an individual work plan:*

- 47.4% of master's students actively participate in developing their work plan under the supervision of their supervisor, which indicates the independence and responsibility of students;
- 20.3% of students form a plan independently, and the supervisor signs it without exerting significant influence;
- 22.1% of students see their participation as formal, as they relied more on the help of the supervisor due to difficulties in independently formulating ideas;
- 8.5% of students do not participate at all, however, self-critically assessing their efforts, they believe that they would not have been able to cope without the main help of their academic supervisor;
- 1.7% of students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

*Satisfaction with the assistance of the scientific supervisor:*

- Satisfaction level: 96.5%
- Meaning: high level of satisfaction of master's students with the quality of support from their academic supervisor.

*Indicators of the high scientific level of the University:*

1. Modern material and technical base: 59.2%.
2. Strong teaching staff: 55.9%.
3. Participation in targeted socio-economic development programs: 52.6%.
4. Involvement in research projects: 48.8%.
5. Participation in international research projects: 33.6%.

6. Availability of publications of university staff in international publications: 25.5%.

7. Awards, prizes for achievements in science: 20.5%.

8. Work of famous foreign scientists: 15%.

*Publication of scientific papers:*

- Active participation: 75.9% of master's students

- Meaning: the degree of involvement in the scientific community and the desire to disseminate research results is above average.

*Level of foreign language proficiency:*

- Different levels of proficiency: 94.8% of master's students

- Meaning: knowledge of a foreign language from a basic level to complete freedom in expression, while some do not know the language at all, which can create difficulties in learning and communication.

*Students' satisfaction with the quality of educational services:*

1. Organization of the educational process: 91.6%.

2. Living conditions in the hostel: 71.4%.

3. Organization of free time: 93.1%.

4. Organization of food: 86.6%.

5. Organization of industrial practice: 91.5%.

*Overall rating:*

- Postgraduates highly value research and teaching opportunities, which is reflected in overall satisfaction with the university's services and support.

## **Recommendations:**

1. Discussion of the questionnaire results:

- The head of the department must familiarize and discuss the results of the survey with staff and graduate students.

2. Availability of survey results:

- Master's students can request the results of the questionnaire by e-mail from the quality management and accreditation center: [cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).

3. Improving engagement in research projects:

- understanding the reasons for the low involvement of master's students in research projects;

- development of activities to stimulate the participation of master's students in scientific research.